

**COUNTY OF SAN LUIS OBISPO BOARD OF SUPERVISORS  
AGENDA ITEM TRANSMITTAL**

(1) DEPARTMENT Behavioral Health	(2) MEETING DATE 7/22/2014	(3) CONTACT/PHONE Cindy Collins, Administrative Services Manager 788-2932 Raven Lopez, Accountant III 781-4783	
(4) SUBJECT Request to approve a FY 2014-15 renewal contract (Clerk's File) with Transitions – Mental Health Association in an amount not to exceed \$4,161,887 to provide mental health services. All Districts.			
(5) RECOMMENDED ACTION It is recommended that the Board approve and direct Chairperson to sign a FY 2014-15 renewal contract (Clerk's File) with Transitions – Mental Health Association in an amount not to exceed \$4,161,887 to provide mental health services.			
(6) FUNDING SOURCE(S) MHSA, Medi-Cal, Realignment 2011, General Fund	(7) CURRENT YEAR FINANCIAL IMPACT \$4,161,887.00	(8) ANNUAL FINANCIAL IMPACT \$4,161,887.00	(9) BUDGETED? Yes
(10) AGENDA PLACEMENT { X } Consent    { } Presentation                      { } Hearing (Time Est. ____ )    { } Board Business (Time Est. ____)			
(11) EXECUTED DOCUMENTS { } Resolutions    { X } Contracts    { } Ordinances    { } N/A			
(12) OUTLINE AGREEMENT REQUISITION NUMBER (OAR)  19001434		(13) BUDGET ADJUSTMENT REQUIRED? BAR ID Number: N/A { } 4/5 Vote Required        { X } N/A	
(14) LOCATION MAP N/A	(15) BUSINESS IMPACT STATEMENT? No	(16) AGENDA ITEM HISTORY { } N/A    Date: <u>August 27, 2013</u>	
(17) ADMINISTRATIVE OFFICE REVIEW  Reviewed by Leslie Brown			
(18) SUPERVISOR DISTRICT(S) All Districts			

# County of San Luis Obispo



TO: Board of Supervisors

FROM: Jeff Hamm, Health Agency Director  
Anne Robin, L.M.F.T., Behavioral Health Administrator

DATE: 7/22/2014

SUBJECT: Request to approve a FY 2014-15 renewal contract (Clerk's File) with Transitions – Mental Health Association in an amount not to exceed \$4,161,887 to provide mental health services. All Districts.

## **RECOMMENDATION**

It is recommended that the Board approve and direct Chairperson to sign a FY 2014-15 renewal contract (Clerk's File) with Transitions – Mental Health Association in an amount not to exceed \$4,161,887 to provide mental health services.

## **DISCUSSION**

The Behavioral Health Department contracts with various mental health service providers to provide mental health treatment and support in addition to providing expanded services that reach underserved populations, as directed by the Mental Health Services Act (MHSA). Transitions-Mental Health Association (TMHA) is specially trained and competent to provide these services and has partnered with the County for over 26 years. The request before the Board of Supervisors is to approve the renewal contract with Transitions-Mental Health Association.

The traditional mental health programs provided by TMHA that are requested for renewal are as follows:

- 1) Adult Transitional Program - TMHA provides a 12-bed State licensed Adult Residential Treatment Facility in San Luis Obispo County. The facility is staffed 24 hours a day, providing services and support to assist clients with stabilizing their mental illness in a supervised residential setting. Activities and mental health services provided are designed to encourage development of problem solving skills related to daily living, housing, and employment.
- 2) Community Housing – TMHA provides semi-independent housing for adults with mental illness and performs intensive mental health support services through the residential case management services program described below.
- 3) Residential Case Management Services – TMHA helps Community Housing and independent living clients access to needed community services. The goal is to provide a living environment that promotes stabilization and assists clients with housing and maintenance.
- 4) Vocational Rehabilitation Services – This program is designed to provide vocational training, support

and experience within horticultural (nursery) and other business settings.

- 5) Social Rehabilitation Services – TMHA operates three Wellness Centers designed to provide life enrichment and social skill development for individuals who would otherwise remain withdrawn and isolated. This program promotes wellness and recovery for adults with mental illness.
- 6) Youth Treatment Program – TMHA provides a 24 hour staffed, State licensed facility serving youth age 11-18 in San Luis Obispo County. The facility provides family, individual and group therapy, training in independent living skills, ongoing assessment, recreational and cultural activities, coordination of medical care, and educational planning and support.
- 7) Medi-Cal Outreach & Enrollment (Grant Funded) – The Department was awarded a one-year grant to increase Medi-Cal outreach and enrollment in San Luis Obispo County. TMHA will provide Certified Enrollment Counselors in various parts of the county to perform outreach and assist clients in Medi-Cal enrollment during the grant period.

The MHSA programs geared to reach the underserved and/or unserved are as follows:

**Community Support and Services Component (CSS):**

- 8) Client and Family Partners – TMHA provides support, education, information and referral, and community outreach for clients and families. The goal is to increase client and family knowledge of the services available and how they can access them.
- 9) Family Education Program – This is a program designed to have family members of consumers employed by TMHA present the 12 week National Alliance on Mental Illness formatted class or two 6-hour TMHA Family Orientation classes to increase support and mental health education for other families experiencing mental illness.
- 10) Peer Support and Education Program – In this program, mental health consumers educate and mentor their peers utilizing a nine week class created by the National Alliance on Mental Illness or an 8 week Wellness and Recovery Action Plan course. The programs provide mental health consumers with opportunities to develop and maintain wellness, leadership and self-advocacy skills. This program will also include a Mental Health First Aid class that will be taught twice per year for a total of 12 hours.
- 11) Vocational Training and Supported Employment – TMHA assists clients in gaining competitive employment within the community by providing them with vocational counseling and assessment, work adjustment, job preparation and interview skills training, job development and coaching.
- 12) Growing Grounds Retail Vocational Program – This is a vocational training site that offers job coaching, assessment, vocational support and work experience in a retail outlet in San Luis Obispo.
- 13) Adult Full Service Partnership (AFSP) – TMHA provides services to two AFSP teams serving 30-35 adult clients with serious mental illness who are at risk of institutional care. Services are defined as “whatever it takes” and are available “24/7”.
- 14) Behavioral Health Treatment Court (BHTC) – TMHA provides services to the BHTC team serving 30 adult offenders who suffer from severe mental illness and co-occurring substance abuse disorders.

- 15) Forensic Re-entry Service (FRS) – TMHA provides a ‘bridge’ of resource support and short-term case management to 65 adult offenders who suffer from mental illness and co-occurring substance abuse disorders.
- 16) Older Adult Full Service Partnership (OAFSP) – TMHA provides services to the OAFSP team serving 15 seriously mentally ill clients who are at risk of institutional care.
- 17) North County Wellness Center – The contract pays a portion of the Wellness Center costs for a centrally located facility in Atascadero to be made available to MHSA program staff, consumers, and family members for on-going program functions including support groups, mental health education classes, vocational work clubs, education and outreach presentations, and office and meeting space.
- 18) Adult Full Services Partnership (AFSP) Intensive Residential Housing – TMHA provides housing for AFSP clients with mental illness in Atascadero (16 beds) and San Luis Obispo (17 beds) and performs intensive mental health support services through the AFSP Intensive Residential Case Management Services program described below. The supported housing is independent living with external supports.
- 19) Adult Full Services Partnership (AFSP) Intensive Residential Case Management Services – TMHA assists clients in the AFSP Intensive Residential Housing program in developing problem solving skills related to daily living, housing, managing chronic symptoms of illness, and access to needed community services. The goal is to provide a living environment that promotes stabilization and assists clients with housing and maintenance.
- 20) Homeless Full-Service Partnership – TMHA will provide outreach to the most underserved, difficult-to-reach population of homeless adults and engage clients in health care, mental health treatment, and housing. The focus will be on outreach, engagement, and services with stability and housing being amongst improved client outcomes.
- 21) San Luis Obispo Hotline Services – TMHA will provide a 24-hour, free and confidential call center serving the entire County of San Luis Obispo. Contractor will recruit, train, and supervise community volunteers to provide mental health referral, information, support, stigma reduction, and crisis and/or suicide intervention. Contractor will also utilize the 24/7 hotline phone number to direct general messaging to the County for the SLOtheStigma media campaign, as well as providing support to callers who reach the County’s inpatient unit after-business-hours phone line including adult protective services calls.

#### **Workforce Education and Training (WET) Component:**

- 22) Peer Advisory and Advocacy Team – A consumer advisory council of mental health stakeholders supports an integrated system that reflects the principles of hope and choice, promotes a recovery environment, encourages education, honors each individual’s spiritual pathway, and embraces self-awareness and compassion for others.

#### **Prevention and Early Intervention (PEI) Component:**

- 23) Social Marketing Strategy for Community Outreach and Engagement – This effort is to provide

interpersonal outreach regarding mental health awareness, education and stigma reduction for underserved and at-risk populations including, when appropriate, one-to-one personal contact that includes information dissemination, referrals, and screening and support resources.

- 24) Integrated Community Wellness Advocates – The program has Advocates who help individuals navigate systems for individuals referred by other PEI programs who are receiving brief, low-intensity interventions for problems arising from mental health issues.

### **Innovation Component:**

- 25) Service Enhancement Program – TMHA will employ support staff to assist in this project. Staff will help clients, their families and caregivers navigate through the first steps of receiving services, help assess needs and engage services for basic necessities within the clinic setting. The support position will be an individual (consumer or family member) who has experience with mental health services, providing empathy and understanding of the circumstances facing clients. Support staff will interact with County staff, providing feedback regarding accessibility of services, engagement tactics, and specific client issues.
- 26) System Empowerment for Consumers, Families, and Providers – Contractor will test a new curriculum for consumers, families and providers to use to help navigate through the Behavioral Health system, as well as host trainings and panel presentations during the final year of this Innovation project.

### **OTHER AGENCY INVOLVEMENT/IMPACT**

County Counsel has approved the contract as to form and legal effect. The contract was coordinated with the Department of Social Services.

### **FINANCIAL CONSIDERATIONS**

The FY 2014-15 Behavioral Health Adopted Budget includes a total appropriation of \$4,161,887 to TMHA, of which \$1,626,319 is allocated for traditional mental health programs. The FY 2014-15 contract amount for the traditional programs increase slightly from the prior year budget due to Medi-Cal Outreach and Enrollment grant funds.

The traditional mental health programs are funded by:

- Medi-Cal /Realignment 2011: \$369,656
- Tobacco Settlement funds: \$272,346
- Managed Care: \$118,766
- County 1991 Realignment: \$164,588
- Medi-Cal Outreach & Enrollment Grant: \$38,175
- Department of Social Services: \$12,000
- General Fund: \$650,788

The remaining \$2,535,568 in appropriations to TMHA is for MHSA specific programs. The FY 2014-15 contract amounts for MHSA services was slightly decreased from the prior year budget due to the Innovation projects coming to an end.

The MHSA programs are funded by:

- Medi-Cal /Realignment 2011: \$214,634
- Mental Health Services Act Trust funds: \$2,320,934

The tables below depict the traditional and MHSA component actual and budgeted program costs:

<b>Traditional Mental Health Programs</b>			
<b>Program</b>	<b>2012-13 Actual</b>	<b>2013-14 Estimated</b>	<b>2014-15 Budgeted</b>
Adult Transitional Program	\$ 376,572	\$ 406,572	\$ 406,572
Community Housing	\$ 258,493	\$ 236,577	\$ 236,577
Residential Case Management Services	\$ 138,022	\$ 159,938	\$ 159,938
Vocational Rehabilitation Services	\$ 205,233	\$ 214,804	\$ 214,804
Social Rehabilitation Services*	\$ 509,994	\$ 479,994	\$ 479,994
Youth Treatment Program	\$ 120,259	\$ 90,259	\$ 90,259
Conditional Release Program Housing Management**	\$ 21,914	\$ 33,902	\$ -
Medi-Cal Outreach & Enrollment Grant***	\$ -	\$ -	\$ 38,175
<b>Total</b>	<b>\$ 1,630,487</b>	<b>\$ 1,622,046</b>	<b>\$ 1,626,319</b>
<i>*Partially funded with MHSA funds in FY 2013-14</i>			
<i>**Conrep ended on June 30, 2014</i>			
<i>***One-time grant funds</i>			

<b>MHSA Programs</b>			
<b>Program</b>	<b>2012-13 Actual</b>	<b>2013-14 Estimated</b>	<b>2014-15 Budgeted</b>
Client and Family Partners	\$ 293,826	\$ 273,826	\$ 304,826
Family to Family	\$ 15,700	\$ 15,700	\$ 15,700
Peer to Peer	\$ 30,000	\$ 30,000	\$ 30,000
Vocational/Supported Employment	\$ 197,683	\$ 197,703	\$ 197,703
Growing Grounds Retail Vocational Program	\$ 55,000	\$ 55,000	\$ 55,000
Adult Full Service Partnership	\$ 250,094	\$ 324,444	\$ 344,444
Behavioral Health Treatment Court	\$ 75,592	\$ 78,092	\$ 81,092
Forensic Re-entry Service	\$ 73,487	\$ 80,487	\$ 81,487
Older Adult Full Service Partnership	\$ 74,401	\$ 70,401	\$ 78,401
Adult FSP Intensive Residential Housing*	\$ 478,577	\$ 334,689	\$ 334,689
Adult FSP Intensive Residential Case Management*	N/A	\$ 153,538	\$ 177,538
Wellness Centers	\$ 108,929	\$ 171,450	\$ 108,929
FSP Homeless Team**	\$ 201,515	\$ 269,515	\$ 269,515
SLO Hotline - Suicide Prevention and Crisis Intervention**	\$ 75,000	\$ 105,000	\$ 111,000
Peer Advisory and Advocacy Team	\$ 25,000	\$ 25,000	\$ 25,000
Social Marketing Strategy -Community Outreach & Engagement	\$ 85,613	\$ 102,744	\$ 102,744
Integrated Community Wellness Advocates	\$ 172,000	\$ 180,000	\$ 180,000
Service Enhancement Program	\$ 34,000	\$ 36,000	\$ 35,000
System Empowerment for Consumers, Families, and Providers	\$ 8,392	\$ 40,000	\$ 2,500
<b>Total</b>	<b>\$ 2,254,808</b>	<b>\$ 2,543,589</b>	<b>\$ 2,535,568</b>
<i>*FY 2013-14 Adult FSP Intensive Residential program costs separated by housing and case management.</i>			
<i>**FY 2012-13 New and enhanced programs</i>			

## **RESULTS**

Service levels and performance measures are tracked against budgeted targets for each program. Behavioral

Health operational and administrative staff meets quarterly with contractor staff to review results against budgeted targets. Program targets are set at a minimum acceptable level, as negotiated with the contractor, with the overall purpose of providing the best possible service to our clients. In all cases, the objective is to strive for the best possible outcomes which promote the County's goal of a safe, healthy and livable community.

See tables below for highlighted results and goals by program:

## Mental Health Programs

<b>Adult Transitional Program</b>			
Year	2012-13 Actual	2013-14 Estimated	2014-15 Budgeted
Cost	\$ 376,572	\$ 406,572	\$ 406,572
Number of residential units	3,444	3,808	3,723
<i>The FY 2014-15 Budgeted number of residential units assumes a 85% average annual occupancy rate.</i>			
<b>Community Housing Program</b>			
Year	2012-13 Actual	2013-14 Estimated	2014-15 Budgeted
Cost	\$ 258,493	\$ 236,577	\$ 236,577
Number of bed/days	19,954	14,531	13,432
<i>The FY 2014-15 Budgeted number of residential units assumes a 92% average annual occupancy</i>			
<b>Residential Case Management</b>			
Year	2012-13 Actual	2013-14 Estimated	2014-15 Budgeted
Cost	\$ 138,022	\$ 159,938	\$ 159,938
Service Minutes	133,168	112,104	100,000
<b>Vocational Rehabilitation Services</b>			
Year	2012-13 Actual	2013-14 Estimated	2014-15 Budgeted
Cost	\$ 205,233	\$ 214,804	\$ 214,804
Number of individuals served during contract year.	64	76	60
<b>Social Rehabilitation Services</b>			
Year	2012-13 Actual	2013-14 Estimated	2014-15 Budgeted
Cost	\$ 509,994	\$ 479,994	\$ 479,994
Service Minutes	63,479	80,000	80,000
Number of individuals served during contract year.	129	135	115
Number of recovery-oriented activities at the Wellness Center*	N/A	N/A	1,500
<i>*New measurement added for FY 2014-15</i>			
<b>Youth Treatment Program</b>			
Year	2012-13 Actual	2013-14 Estimated	2014-15 Budgeted
Cost	\$ 120,259	\$ 90,259	\$ 90,259
Residential Day	2,781	2,563	2,957
<i>The FY 2014-15 Budgeted number of bed/days assumes a 90% average annual occupancy rate.</i>			
<b>Conditional Release Program (CONREP) Housing Management</b>			
Year	2012-13 Actual	2013-14 Estimated	2014-15 Budgeted
Cost	\$ 21,914	\$ 33,902	N/A
Number of leased housing units	12	12	N/A
<i>CONREP ended on June 30, 2014</i>			
<b>Medi-Cal Outreach &amp; Enrollment Services</b>			
Year	2012-13 Actual	2013-14 Estimated	2014-15 Budgeted
Cost	N/A	N/A	\$ 38,175
Number of clients enroll into Medi-Cal	N/A	N/A	638
Number of presentations	N/A	N/A	60
<i>Grant funds awarded for FY 2014-15 only</i>			



**MHSA Programs**  
**Community Services and Support (CSS):**

<b>Client and Family Partners</b>			
Year	2012-13 Actual	2013-14 Estimated	2014-15 Budgeted
Cost	\$ 293,826	\$ 273,826	\$ 304,826
Number of clients contacted	4,031	2,801	4,000
<i>*Vacancies in program during the year caused a decrease in outcomes</i>			
<b>Family Education Program</b>			
Year	2012-13 Actual	2013-14 Estimated	2014-15 Budgeted
Cost	\$ 15,700	\$ 15,700	\$ 15,700
Total number of unduplicated attendees for all sessions	154	82	130
<i>*Vacancies in program during the year caused a decrease in outcomes</i>			
<b>Peer Support and Education Program</b>			
Year	2012-13 Actual	2013-14 Estimated	2014-15 Budgeted
Cost	\$ 30,000	\$ 30,000	\$ 30,000
Total number of unduplicated attendees for all sessions	99	90	85
<b>Vocational Training and Supported Employment Program</b>			
Year	2012-13 Actual	2013-14 Estimated	2014-15 Budgeted
Cost	\$ 197,683	\$ 197,703	\$ 197,703
Number of employment placements.	52	52	50
<b>Growing Grounds Retail Vocational Training</b>			
Year	2012-13 Actual	2013-14 Estimated	2014-15 Budgeted
Cost	\$ 55,000	\$ 55,000	\$ 55,000
Number of individuals served during contract year.	15	18	20
<b>Adult Full Service Partnership (FSP)</b>			
Year	2012-13 Actual	2013-14 Estimated	2014-15 Budgeted
Cost	\$ 250,094	\$ 324,444	\$ 344,444
Number of clients served	32	27	35
<i>Actual costs have been lower than budgeted due to staff vacancies in this program.</i>			
<b>Behavioral Health Treatment Court Team (BHTC)</b>			
Year	2012-13 Actual	2013-14 Estimated	2014-15 Budgeted
Cost	\$ 75,592	\$ 78,092	\$ 81,092
Number of clients served	21	18	30
<b>Forensic Re-entry Service</b>			
Year	2012-13 Actual	2013-14 Estimated	2014-15 Budgeted
Cost	\$ 73,487	\$ 80,487	\$ 81,487
Number of clients served	66	53	65
<b>Older Adult Full Service Partnership (FSP)</b>			
Year	2012-13 Actual	2013-14 Estimated	2014-15 Budgeted
Cost	\$ 74,401	\$ 70,401	\$ 78,401
Number of clients served	15	13	15

<b>Adult FSP Intensive Residential Housing*</b>			
Year	2012-13 Actual	2013-14 Estimated	2014-15 Budgeted
Cost	\$ 478,577	\$ 334,689	\$ 334,689
Number of bed/days	3,978	11,613	9,636
<i>The FY 2014-15 Budgeted number of residential units assumes a 80% average annual occupancy</i>			
<i>*Housing and case management services are now reported separately</i>			
<b>Adult FSP Intensive Residential Case Management*</b>			
Year	2012-13 Actual	2013-14 Estimated	2014-15 Budgeted
Cost	\$ 478,577	\$ 153,538	\$ 177,538
Service minutes	41,757	107,198	100,000
<i>*Housing and case management services are now reported separately</i>			
<b>Wellness Center</b>			
Year	2012-13 Actual	2013-14 Estimated	2014-15 Budgeted
Cost	\$ 108,929	\$ 171,450	\$ 108,929
Service Minutes	3,839	14,620	13,500
Unduplicated clients served	157	191	160
<b>Homeless Full Service Partnership</b>			
Year	2012-13 Actual	2013-14 Estimated	2014-15 Budgeted
Cost	\$ 201,515	\$ 269,515	\$ 269,515
Unduplicated Adult FSP Clients Served	16	19	15
Unduplicated Contacts	157	159	150
<i>FY 2012-13 New program</i>			
<b>SLO Hotline - Suicide Prevention and Crisis Intervention</b>			
Year	2012-13 Actual	2013-14 Estimated	2014-15 Budgeted
Cost	\$ 75,000	\$ 105,000	\$ 111,000
Number of calls received	3,923	5,587	6,000

**Workforce Education and Training (WET) Program:**

<b>Peer Advisory and Advocacy Team</b>			
Year	2012-13 Actual	2013-14 Estimated	2014-15 Budgeted
Cost	\$ 25,000	\$ 25,000	\$ 25,000
Number of attendees for outreach	679	1,000	685

**Prevention and Early Intervention (PEI) Programs:**

<b>Social Marketing Strategy - Community Outreach &amp; Engagement</b>			
Year	2012-13 Actual	2013-14 Estimated	2014-15 Budgeted
Cost	\$ 85,613	\$ 102,744	\$ 102,744
Number of attendees for <i>In Our Own Voice</i> presentation	175	182	200
Number of presentations	N/A	20	20
<b>Integrated Comm Wellness Advocates</b>			
Year	2012-13 Actual	2013-14 Estimated	2014-15 Budgeted
Cost	\$ 172,000	\$ 180,000	\$ 180,000
Number of contacts per year	2,553	2,627	2,000

**Innovation Projects:**

<b>Service Enhancement Program</b>			
Year	2012-13 Actual	2013-14 Estimated	2014-15 Budgeted
Cost	\$ 34,000	\$ 36,000	\$ 35,000
Number of participants served	200	271	200
<b>System Empowerment for Consumers, Families, and Providers</b>			
Year	2012-13 Actual	2013-14 Estimated	2014-15 Budgeted
Cost	\$ 8,392	\$ 40,000	\$ 2,500
Number of participants served	N/A	N/A	80
Number of trainings/presentations*	N/A	N/A	6
<i>Program will end during FY 2014-15.</i>			
<i>*New measurements in FY 2014-15</i>			

**ATTACHMENTS**

1. Attachment 1 - Clerk's Filed Statement